

ODOR ALERT HOTLINE

If you detect bad odors in the outside atmosphere on the Capitol Complex please **phone directly** to **(515) 244-0336** and the City of Des Moines will follow the procedure below:

1. All odor complaints are taken by the personnel at the odor hotline.
2. We use an answering service due to the fact that historically complaints have been received at all hours of the day and night.
3. **It takes ten (10) odor complaints of a similar nature to generate an odor alert.** (So please report it promptly)
4. By similar nature I mean odors that can be grouped together by source; i.e.: "Bloody or rotten meat" would not ordinarily be grouped with a "sewage like" odor.
5. Once an odor alert is generated the **on-call inspector is contacted and responds to investigate** and hopefully determine the source of the odor.
6. Once the source of the odor has been determined **administrative proceedings** begin against the cited industrial source.
7. The goal of the City is to bring violators into compliance.

If you have questions, comments or other concerns please contact Steve Drane at 283-4797 HSDrane@dmgov.org or Jack Hansen at 237-1612.
